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GRANDSTREAM HT812 Analog Terminal Adapter User Guide

Contents

**GRANDSTREAM HT812 Analog Terminal Adapter**

Getting Started

Setting up your Grandstream telephone adaptor is quick and easy.
Your Grandstream telephone adaptor allows you to connect two (HT812) or four (HT814) analog phones and fax machines to your Ooma Office setup. Follow the instructions below to install the device. You should be up and calling (or faxing) in a few minutes!

Package Contents

Ethernet Cable   12V Power Adapter   Ethernet Cable   12V Power Adapter
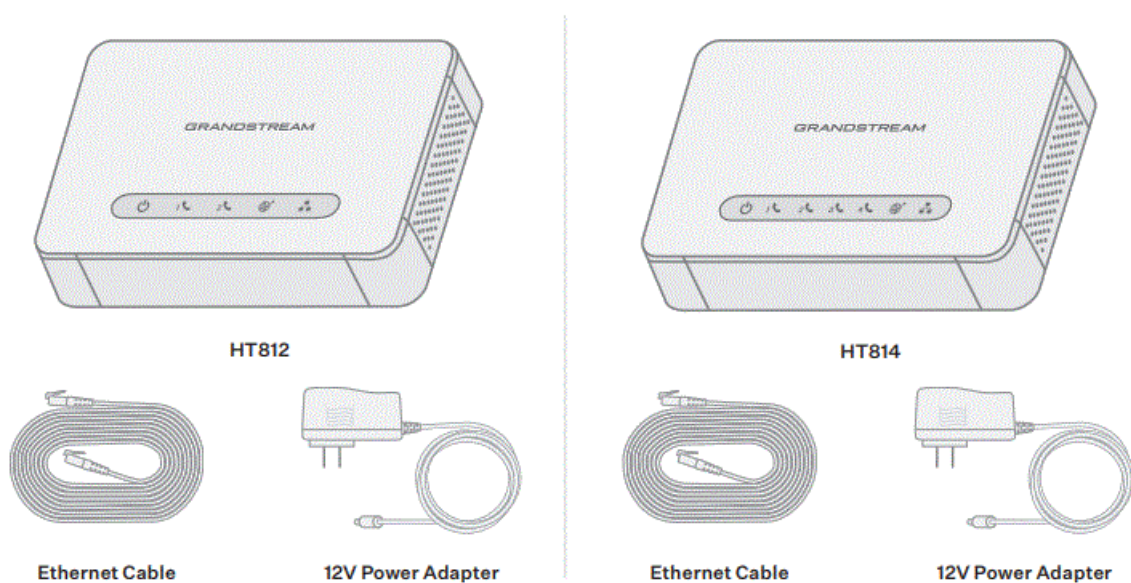
Add a Telephone Adapter to Your Account

STEP 1: If your device is labeled Ready to Call, you may skip this step and continue to Step 2 Otherwise, you will need to add your telephone adaptor to your Ooma Office account.

- If you are a new Ooma Office customer, please visit **http://office.ooma.com/activate**
- If you are an existing Ooma Office customer, please visit **http://office.ooma.com/add_device**

Once you have added the telephone adaptor, you may continue to Step 2.



Connect Adapter to Power and Internet

STEP 2: Use the Ethernet cable that came with the telephone adaptor to connect the WAN port A on the back of the device to any available Ethernet port on your router or switch. Connect the power adapter to device B and plug it into a wall outlet. After 30 seconds, the Power and WAN LEDs should be lit a solid blue.

Connect Phones or Fax Machines

STEP 3: Use a standard telephone cable (not included) to connect an analog phone or fax machine to one of the available phone ports located on the back of device C . If a phone port is ready for use, its Status LED will be lit a solid blue. Once you have connected a telephone, you can begin calling and faxing.
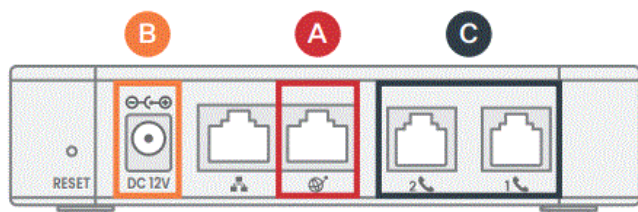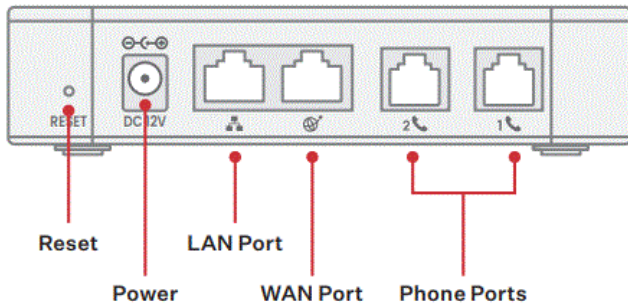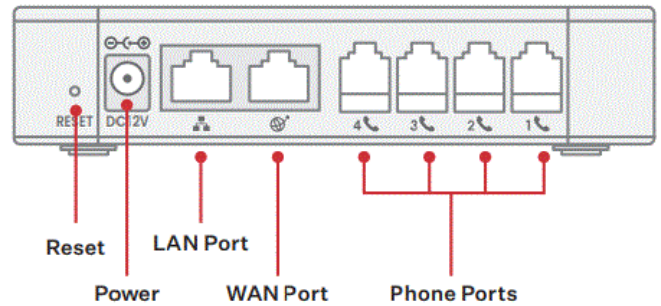

HT812 Back Panel
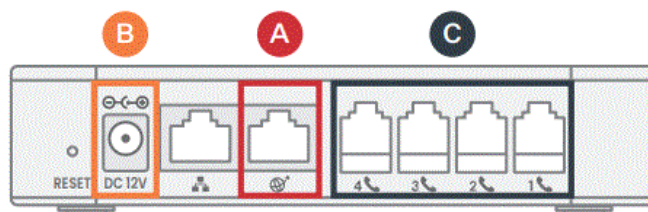
HT814 Back Panel

Quick Reference Guide

HT812 Back Panel

HT814 Back Panel

- **Power** – Connects to the power adaptor
- **WAN** – Connects to your router, switch, or modem using an Ethernet cable
- **LAN** – Connects to a computer or switch using an Ethernet cable
- **Phone Ports** – Connect to analog phones or fax machines using a telephone cable
- **Reset** – Press and hold for seven seconds to factory reset the device

LED Lights and Status

LED Lights

Power LED Device is powered on
WAN LED Device is booting up after its first boot cycle
LAN LED No service
Phone Port Status LEDs Indicate the status of the respective phone port

Status Lights

Off No service
On Port idle
Fast Blinking Port in use
Slow Blinking New voicemail waiting

Troubleshooting

- **Power LED is not on**
  - Check that your device is properly plugged into the wall and that the outlet has power.
- **WAN LED is not on**
  - Make sure the Ethernet cable is plugged into the WAN port and is connected to your router.
  - Check that your router has Internet access.
- **Phone port Status LED is not on, or analog devices have no dial tone**
  - Check to make sure the telephone adaptor has been added to your Ooma Office Manager account. Make sure the port you want to use is assigned to an Ooma Office user. If the device is already assigned to a user. Restart the phone by disconnecting its power, wait for 30 seconds, and then reconnect its power supply.
- **The Phone LED is solid blue, but the phone or fax connected to the port is not working**

Confirm that the port is assigned to a user. Log into Ooma Office Manager and navigate to Devices in the Settings section. Assign the port you'd like to use to a user.

NOTE: If the phone still has no service, please contact Ooma Office Support at 866-939-6662 (US) or 877-948-6662 (Canada).

Have a question or need assistance?

Ooma has a wealth of available resources if you need assistance.
Support articles. Access our comprehensive knowledge base at **https://support.ooma.com/office**
User manuals. Access this guide and all other product manuals at **https://support.ooma.com/office/manuals/**
Speak with a support specialist 24/7 at 1-866-939-6662 (US) or 1-877-948-6662 (Canada).
Address:
525 Almanor Avenue, Suite 200 Sunnyvale, CA 94085 Learn more at **www.ooma.com**
or call 1-866-939-6662 (US) or 1-877-948-6662 (Canada) © 2022 Ooma, Inc. All rights reserved. Patent Pending. Ooma, Ooma Telo, Ooma Connect 4G Adapter, Ooma Premier, Ooma HD3 Handset, Ooma Linx, Ooma Home Security, and the Ooma logo are trademarks or service marks of Ooma, Inc. Other companies and product names mentioned herein are trademarks of their respective companies. Mention of third-party products is for informational purposes only and constitutes neither an endorsement nor a recommendation. Ooma assumes no responsibility with regard to the performance or use of these products. P/N: 700-0309-100

Documents / Resources

	GRANDSTREAM HT812 Analog Terminal Adapter [pdf] User Guide HT814, HT812, Analog Terminal Adapter, HT812 Analog Terminal Adapter, Terminal Adapter, Adapter

References

- ◉ **Ooma Office Manager | Customer Login | Manage your Ooma Office preferences**
- ◉ **Ooma Office Manager | Customer Login | Manage your Ooma Office preferences**
- ◉ **VoIP Phone Services - #1 VoIP for Business and Home**
- ❀ **Redirecting…**
- ❀ **Manuals | Ooma Office | Support**

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